



State of Louisiana
DIVISION OF ADMINISTRATION

OFFICE OF TELECOMMUNICATIONS MANAGEMENT

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TELECOMMUNICATIONS INFORMATION NOTICE NUMBER 00-04

SUBJECT: Cellular/PCS Telephone Service Requests

Cellular/PCS telephone service is defined as cellular and personal communications services (PCS) devices from which local and long distance telephone service may be accessed.

In accordance with the Office of Telecommunications Management (OTM) Cellular/PCS Telephone Service Policy, the director of OTM may delegate in writing approval authority for the acquisition of cellular/PCS telephone service to the agency's department secretary or the university's president/chancellor. The department secretary or the president/chancellor is encouraged to contact the OTM director for instructions on how to obtain delegated authority.

Delegation of authority is not available to boards and commissions. Delegation of authority to department secretaries and university presidents/chancellors does not extend to boards and commissions within the department or university.

After receiving delegated approval authority from the OTM director, the agency's department secretary or the university's president/chancellor shall not redelegate this authority to others within the agency or university. The agency's department secretary or the university's president/chancellor shall have final approval authority for cellular/PCS telephone service requests. The use of cellular/PCS telephone service shall be pre-approved for department secretaries, elected officials, university presidents/chancellors, and one executive assistant each. Approval for all other cellular/PCS telephone service (except for boards and commissions within the department or university) shall be done by the requesting agency's department secretary or the university's president/chancellor. This approval shall be based upon the following screening criteria:

- **Protection of life and property**—the job duties of the individual require the performance of duties that could impact the protection of life and property. These duties may be impeded without immediate access (inbound and/or outbound) to the public telephone network regardless of time of day or location of the employee.
 - Law enforcement—the daily job duties of the individual require the performance of law enforcement activities, and these activities may expose the individual or the general public to harm or danger.
 - Personal safety—the daily job duties of the individual require the performance of activities that may expose the individual or clients to harm or danger.
 - Public welfare—the daily job duties of the individual require the performance of duties that may directly impact the safety, health, and welfare of the general public.
- **Improved efficiency and effectiveness**—the job duties of the individual require immediate access (inbound and/or outbound) to the public telephone network for recall, consultation, and/or decision making. Lack of instantaneous communications could have significant effect on the operational efficiency of the agency or significant impact on the economic or political welfare of the state.
 - On call—duties require that the individual be immediately accessible after normal work

- hours regardless of location.
- Mobile or in transit—duties require that the individual be mobile or in transit a large percentage of the business day yet immediately accessible.
- **Lack of suitable communications alternatives**—no other suitable communications alternatives (pagers, two-way radio, standard telephone service) are available due to the location or environmental conditions of the workplace.

The use of cellular/PCS telephone service shall be for official state purposes only and shall be used only as authorized by the agency's department secretary or the university's president/chancellor. Cellular/PCS telephone service is not intended for personal use; any misuse of cellular/PCS telephone service should be dealt with as the agency deems appropriate. Agencies shall be responsible for controlling usage of cellular/PCS telephone service. Usage shall comply with all applicable federal laws, state laws, rules and regulations. The agency shall subscribe to and review call detail billing and shall certify that charges authorized for payment were for official state business.

The agency shall be responsible for maintaining all documentation required to comply with laws, rules, and regulations governing records retention. Additionally, the agency is required to maintain an inventory of approved cellular/PCS telephones in operation and the assignment of the telephones.

Cellular/PCS telephone numbers shall be unlisted.

The approved purchase/release order should be submitted to the contract vendor for order processing.

The cellular/PCS telephone service provider shall send monthly invoices directly to the subscribing agency. The subscribing agency shall be responsible for payment.

OTM has established contracts with multiple providers of cellular/PCS telephone service providers throughout the state. Agencies are encouraged to contact OTM's Wireless Section at 225-342-7716 for specific information concerning pricing, features, and coverage available to the agency, or to obtain more detailed information about the OTM Cellular/PCS Telephone Service Policy.

The acquisition of cellular/PCS telephone service shall be through state contracts established through OTM, unless approval to obtain competitive bids has been approved by OTM, prior to bidding, and the Office of State Purchasing, as applicable. OTM is available for consultation and technical assistance at any time.

Boards and commissions and those departments and universities not choosing to obtain delegated authority should forward written requests for cellular/PCS telephone service to the OTM director for approval by the commissioner of administration.